Commonwealth of Massachusetts
Executive Office of Health and Human Services

Virtual Gateway

Purchase of Service (POS) Provider Data Management
Agency User Manual

Release 1.1

Table of Contents

Chapter 1: Introduction and Overview to the Virtual Gateway

What is the Virtual Gateway?

The Virtual Gateway is a single point on the Internet for accessing Health and Human Services programs and services. The ultimate goal of the Virtual Gateway is to streamline service access and coordinate service delivery. It serves three important groups:

- Consumers
- Service provider staff
- Internal Health and Human Services staff

The Virtual Gateway uses open architecture to allow business components to be plugged into the base infrastructure. Major releases are planned each year to continue to improve and expand services under the Virtual Gateway.

Currently, the Virtual Gateway offers:

- **Application Inbox:** An online inbox tool which serves as a container for applications and inquiries belonging to programs or agencies that do not accept an electronic transfer from the Virtual Gateway Common Intake at this point in time. The Application Inbox tool provides access to applications that need to be processed by the receiving agency. (Login Required.)
- **Catalog:** An online catalog with descriptions of several of the most widely used programs in Health and Human Services.
- **Screening & Referral:** A short online survey for consumers and providers to determine potential eligibility for select EOHHS programs. Multiple services can be assessed at the same time.
- **Intake:** A single, online data collection tool for registered providers to create applications for multiple EOHHS programs on behalf of clients. (Login required.)
- **Transitional Assistance Gateway:** An online inquiry tool for registered agencies to view secure case management information for various transitional assistance programs, including Food Stamps, financial assistance, and homeless services. (Login required).
- **Manage Provider Data:** An online service that gives

Purchase of Service (POS) providers a single place to view, upload and edit information commonly requested by Health and Human Services agencies. The service also provides EOHHS agencies with a single place to view provider information. (Login required).

- **Service & Transition Planning:** An online tool for registered EOHHS staff and providers to support collaborative treatment planning and referral services for certain children served by EOHHS. (Login required).
- **American Sign Language (ASL) Interpreter/Computer Assisted Realtime Translation (CART) Referral Services:** An online service for service providers to request ASL interpreter or CART services on behalf of consumers; for ASL interpreters and CART reporters to post availability schedules, review and apply for open jobs. (Login required)
- Over time, users of the Virtual Gateway will have access to more EOHHS business services, including:
    - **Licensing:** An entry point for providers to apply for and renew licenses, submit credentials and receive approvals.
    - **Invoicing:** Submit invoices and medical claims to EOHHS.
    - **Electronic Payments:** Track processing of an invoice or claim, including direct deposit and remittance advice.

Chapter 2: Getting Started

Overview

This chapter provides information about the following topics:

- Accessing Provider Data Management (PDM) through the Virtual Gateway as Agency Staff.
- Password Management
- Navigation Basics

Accessing PDM through the Virtual Gateway

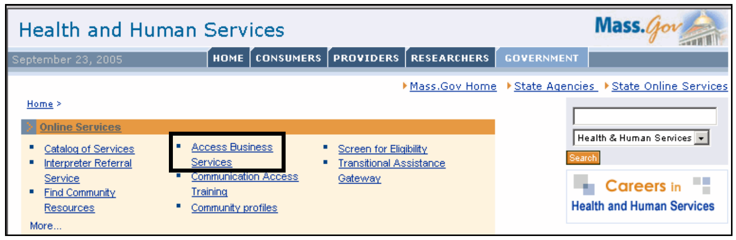
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Open an Internet Explorer session.</td></tr>
<tr><td>2</td><td>Type Web address www.mass.gov/eohhs in browser.

Result: Health and Human Services portal page appears.</td></tr>
<tr><td>3</td><td>Click the Government tab at the top of the page.

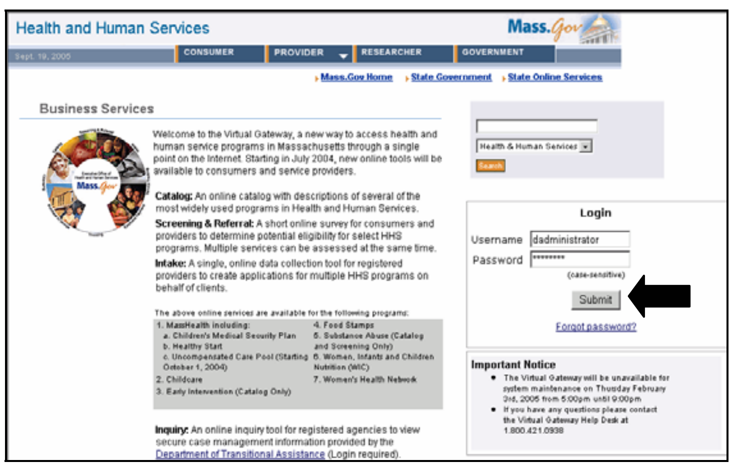
Result: Health and Human Services portal page appears.

Tip: You can also access the Government Online Services page by clicking the Manage Provider Data link.


</td></tr>
</table>

Step	Action
4	Click the **Access Business Services** link.  ***Result:*** ***Virtual Gateway Business Services*** *portal page appears.*

By accessing Provider Services, you will be brought to the Business Services page for login. Security requires that each person have a username and password.

Step	Action
5	Enter your **Username** and **Password** in the **Member Login** box, and then click the **Submit** button. 

***Result:** The post-login, **Virtual Gateway Business Services** portal page appears.*

Once logged in, you have access to the Virtual Gateway services. To access *PDM*, click the **Provider Data Management – PDM** link.

Password Management

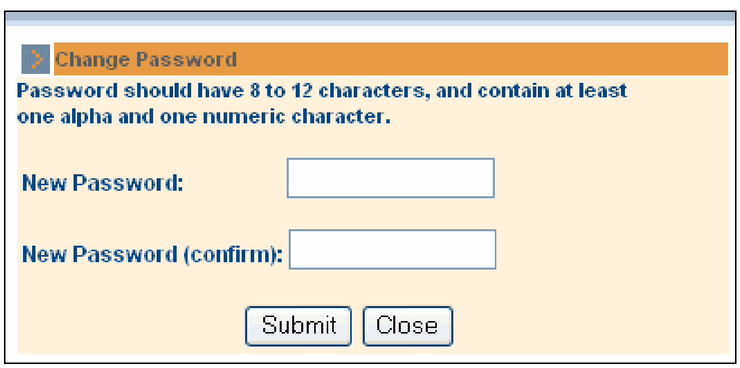
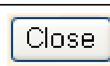
Password Policy Rules:

- The user will be assigned an ID and temporary password sent through e-mail by the Virtual Gateway help desk
- The user must change their password after first log in
- The password must be between 8 and 12 characters and at least 1 alpha character and at least 1 numeric character
- The password is case sensitive
- Users will be automatically logged out of the system after 60 minutes of inactivity

***Note:** Please feel free to contact our Virtual Gateway Help Desk at1-800-421--0938, if you have any problems logging on or if you need to reset your password.*

Once you log in, you can change your password.

Follow these steps to change your password.

Step	Action
1	After log in, click the **Password Management** link. ***Result:** The **Change Password** popup window appears.* 
2	Type new password twice.
3	Click **Submit**. 
4	Click **Close**. 

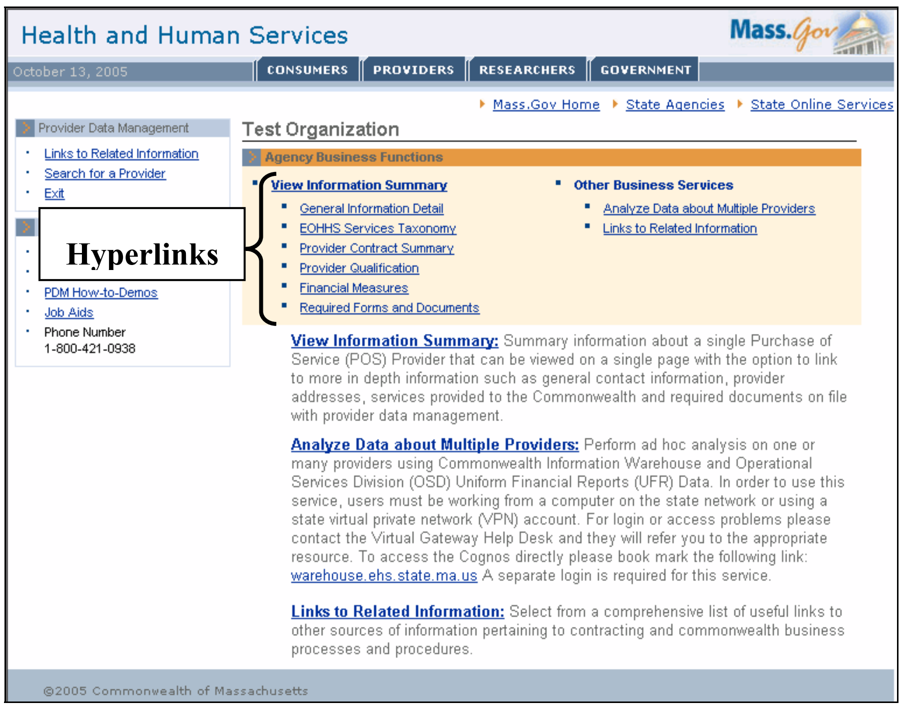
Navigation Basics

Breadcrumbs are a roadmap of how you navigated from one place to the next in *PDM*. They provide you with a map of where you started, the next step in that workflow, and what page you are currently working on.

The following is an example of a breadcrumb.

Business Functions > Provider Summary Information

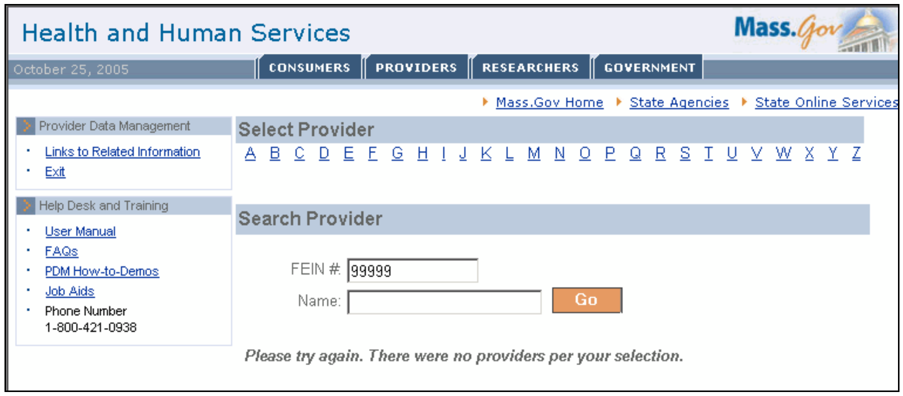
Using the hyperlinks provided allows you to navigate to other pages within *PDM*.



Navigating to other pages to view more detailed information about a provider can also be performed by using the **Go To Details** link available on the **Provider Summary Information** page.

Error Messages

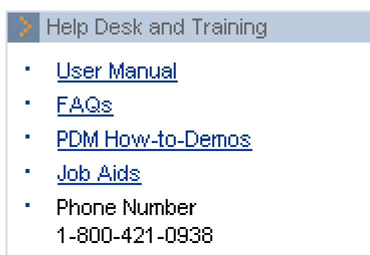
Error Messages will appear on the page. You will be prompted to correct answers until all the required fields have valid entries.



Help Desk and Training

Having trouble with navigating and procedures within *PDM* or understanding business process behind the procedure? This section describes how to get help right from within *PDM*.

The following is a sample of *PDM's* help section which links to the Training and Assistance Materials page accessible through the Virtual Gateway. The Virtual Gateway help desk phone number is also provided below.



Online Help Links

You can use these page links to navigate and view help information.

Function	Action
To view *PDM* User Manual Information	Click the **User Manual** link. ***Result:*** *The **Provider Data Management Training and Assistance Materials** page appears.*
To view a list of Frequently Asked Questions (FAQs) about *PDM* Business Services and related topics	Click the **FAQs** link. ***Result:*** *The **Frequently Asked Questions** page appears.*
To view movie demonstrations of how to navigate *PDM* Business Services	Click the **PDM How-to Demos** link. ***Result:*** *The **Provider Data Management Training and Assistance Materials** page appears; scroll to bottom of the page.*
To view a list of Job Aids	Click the **Job Aids** link. ***Result:*** *The **Provider Data Management Training and Assistance Materials** page appears.*

Notes:

Chapter 3: Purchase of Service (POS) Provider Data Management

Introduction

Welcome to the Provider Data Management Business Service (PDM).

PDM Business Service is web-based, secretariat wide service, where Purchase of Service providers will be able to store standard forms and documents, view contract information, maintain and update their organizational profile and view the pre-populated financial assessment measures.

Overview

The *PDM* Business Service is intended to serve as a well-organized, user-friendly, easily navigated “filing system” of provider data.

It is important to note that the application requires both web-based data entry and population of the *PDM* data from external source systems.

It will store basic organizational information, standard completed forms and applications either completed on-line in *PDM* or in other source systems, such as the Uniform Financial Report (UFR) website, and the Commonwealth Information Warehouse (CIW).

Weekly data pulls from NewMMARS, the Commonwealth’s financial and accounting system, will maintain current contract encumbrance and expenditure data for each provider. Hyperlinks to other Commonwealth websites, such as the Corporations Division of the Secretary of State’s Office (SEC), and Operational Services Division (OSD), and the Office of the State Comptroller (OSC) will permit easy access of general information for all users of *PDM*.

Agency Benefits

Provider benefits will include:

- Easy access to provider data that normally would have been collected through many different sources
  - The ability to query the *PDM* service to produce reports by selecting data elements from one or more provider records for comparative analysis

Key Functionality

There are three main business functions to the *PDM* workflow. These business functions include:

- View data
- Perform ad hoc reporting on one or more providers using the Enterprise Reporting Tool
- Update data

Target Audience

While the *PDM* Service focuses on three key business functions, some functions are unavailable depending on your role. *PDM* focuses on the following four roles:

- All Providers will be able to view information.
- Some Providers will be able to update information (depending on access level).
- State Agencies will be able view and print standard reports and create ad hoc reports.
- EOHHS Provider Qualification Staff will have the capacity to post the provider Qualification Status, Corrective Measures, Surplus Revenue Retention (SRR) Summary, and General Comments entered by EOHHS Provider Qualification and Audit (PQ&A) Unit.

Chapter 4: Search for a POS Provider

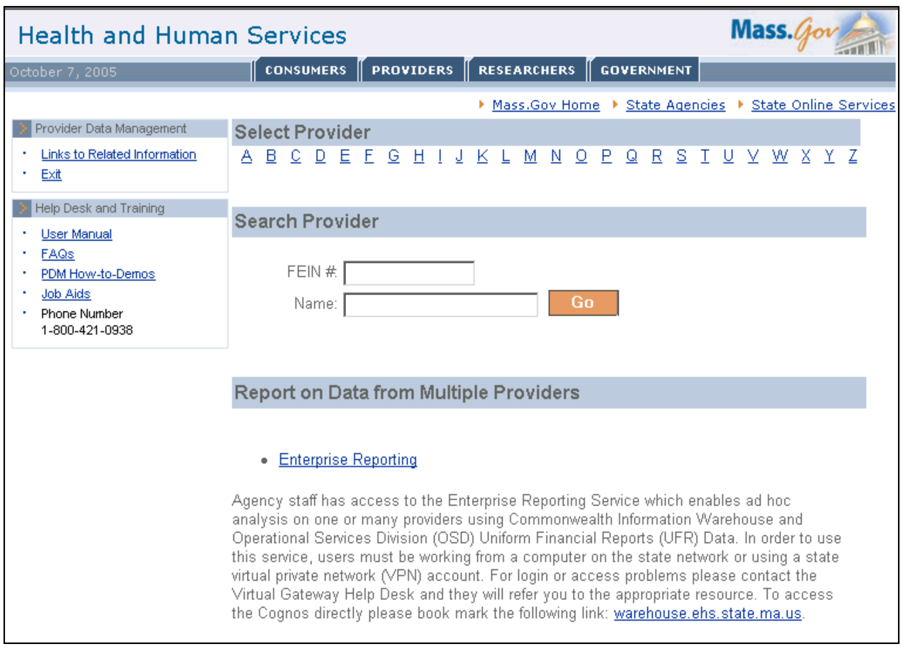
Introduction

You can use the **Search** page to select or search for a POS Provider, or click the **Enterprise Reporting Service** link to compare information about one or more providers.

Tip: The **Search** page gives you three options: select using the Provider's first initial, or search by FEIN or provider name. You can enter either a partial or an entire FEIN/TIN or Name.

Search Page

The following is an example of the **Search** page.



Search for a POS Provider

Follow these steps to select or search for a POS Provider.

Step	Action
1	To select a Provider, click the letter that corresponds to that particular Provider. ***Result:*** *POS Provider links appear with this first initial letter.* OR To search for a Provider type the Providers **FEIN/TIN,** or **Name.** Click **GO**. ***Result:*** *POS Provider links appear with this first initial letter.*
2	Click the **POS Provider** link. ***Result:*** *The* ***Agency Business Functions*** *page appears.*

Chapter 5: Viewing Agency Business Functions

Introduction

From the Agency Business Functions page, you can access additional *PDM* pages where you can:

- View a quick summary of information on the selected provider
- View more detailed information about the provider including:
    - EOHHS Service Taxonomy
    - Contract Summary
    - Qualification Data
    - Financial Measures
    - Required Forms and Documents
- Update Provider Qualification Data
- Access Enterprise Reporting Service to view standard reports or create ad hoc reports on one or more providers
- View a list of links to other related information
- Exit *PDM*

Important: The **Agency Business Functions** pages view varies depending on the user's role.

Users with a **view** role can access links to view information.

Users with an **update** role can access links to view and update information.

Viewing Agency Business Functions Page (View Role)

The following is an example of the **Agency Business Functions** page (view role).

Viewing Agency Business Functions Page (Update Role)

The following is an example of the **Agency Business Functions** page (Provider Qualification Staff).

Agency Business Functions (View Role)

The following table lists the functions and actions of the **Agency Business Functions** page.

From this page, you can navigate to view Provider information.

Function	Action
To view a quick summary of important information about a Provider	Click the **View Information Summary** link. ***Result:*** *The* ***Provider Summary Information*** *page appears.*
To view contact and general corporate information	Click the **General Information Detail** link. ***Result:*** *The* ***General Information Detail*** *page appears.*
To view information on available services, both contracted and non-contracted through EOHHS	Click the **EOHHS Services Taxonomy** link. ***Result:*** *The* ***Services Provided Detail*** *page appears.*
To view a Provider's Contract information	Click the **Provider Contract Summary** link. ***Result:*** *The* ***POS Provider Contract Detail*** *page appears.*
To view a Provider's Qualification information	Click the **Provider Qualification** link. ***Result:*** *The* ***Provider Qualification Detail*** *page appears.*

Agency Business Functions (View Role)

Function	Action
To view Financial Measures and the Uniform Financial Report (UFR) filing status	Click the **Financial Measures** link. ***Result:*** *The* ***Detail Financial Measures*** *page appears.*
To View Required Forms and Documents	Click the **Required Forms** and **Documents** link. ***Result:*** *The* ***View Required Forms and Documents*** *page appears.*
To Perform Ad hoc analysis on one or more providers using CIW and UFR Data	Click the **Analyze Data about Multiple Providers** link under **Other Business Services** bullet. ***Result: Enterprise Welcome*** *screen appears.*
To view a comprehensive list of related information	Click the **Links to Related Information** link under Other Business Services. ***Result:*** *The* ***Related Links*** *page appears.*
To Search for a Provider	Click the **Search for a Provider** link located at the top left corner of the page under **>Provider Data Management**. ***Result:*** *The* ***Search*** *page appears.*
To exit *PDM*	Click the **Exit** link located at the top left corner of the page under **>Provider Data Management**. ***Result:*** *The PDM window closes. The user remains logged into the Virtual Gateway Business Services.*

Agency Business Functions (Update Role)

You can use this function to navigate to update provider information.

Function	Action
To update Provider Qualification data	Click **Qualification Detail** link under **Provider Qualification** bullet. ***Result:*** *The* ***Provider Qualification Update*** *page appears.*

Chapter 6: Viewing Provider Data Management Information

Overview

PDM allows you to view information in two ways:

- View summary information
- Access more detailed information with links to other pages

Note: The majority of the data for Provider Data Management Business Services is sourced from Commonwealth Information Warehouse (CIW), OSD UFR database, and the remaining information is submitted by the providers.

Introduction

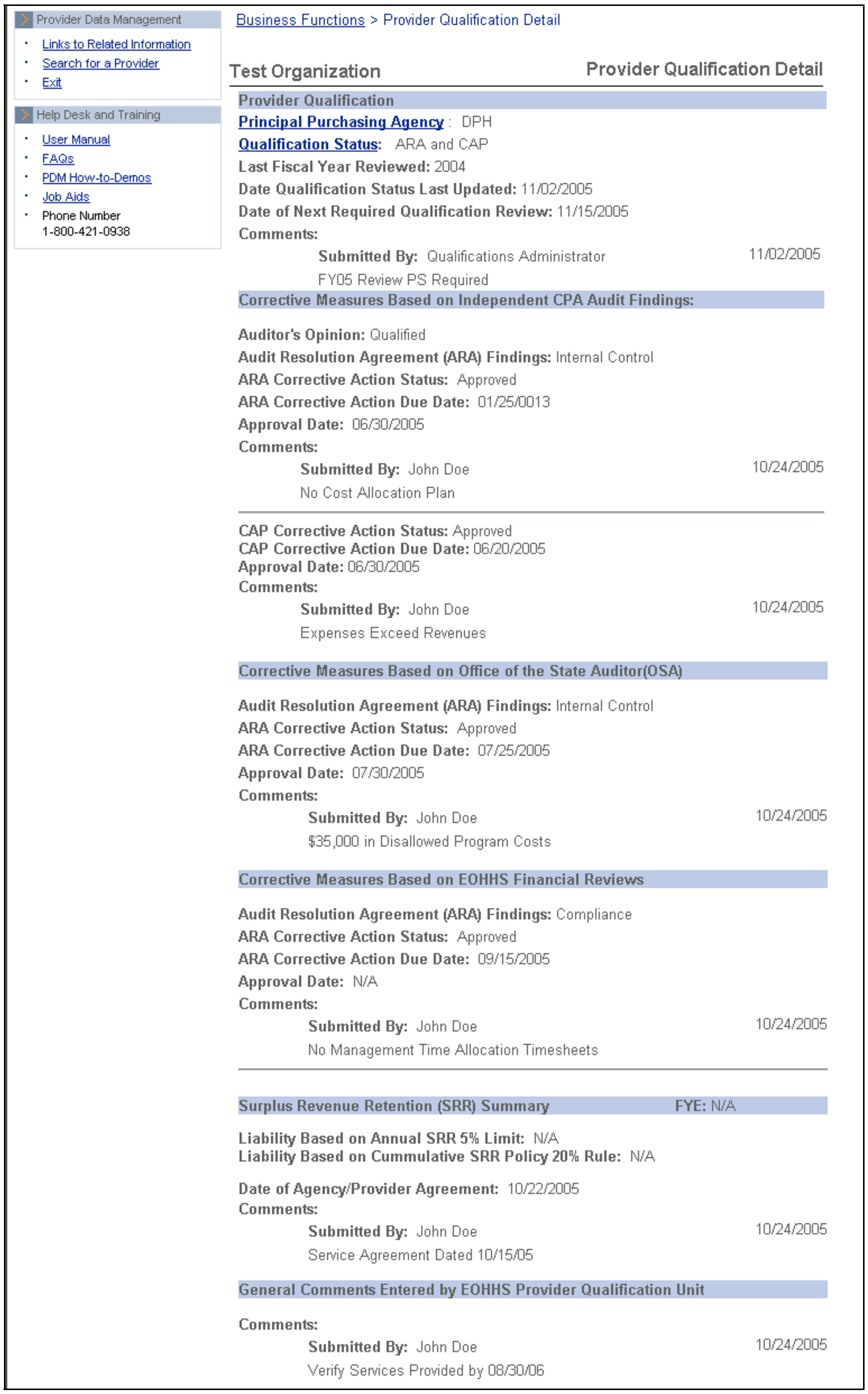
Use the **Provider Summary Information** page to view the following summary information about a Provider.

- Contact Information
- Executive Contacts
- General Corporate Information
- Services Provided to Commonwealth
- Provider's EOHHS POS Contract Summary
- Provider's Commonwealth Revenue
- Provider Qualification
- Financial Measures
- Required Forms and Documents on File

Provider Summary Information Page

Access the **Provider Summary Information** page by clicking the **View Information Summary** link from the **Business Functions** page.

The following is an example of the **Provider Summary Information** page.



Provider Data Management
- Links to Related Information
- Search for a Provider
- Exit

Help Desk and Training
- User Manual
- FAQs
- PDM How-to-Demos
- Job Aids
- Phone Number 1-800-421-0938

Business Functions > Provider Qualification Detail

Test Organization | Provider Qualification Detail

Provider Qualification

Principal Purchasing Agency : DPH
Qualification Status: ARA and CAP
Last Fiscal Year Reviewed: 2004
Date Qualification Status Last Updated: 11/02/2005
Date of Next Required Qualification Review: 11/15/2005
Comments:
Submitted By: Qualifications Administrator 11/02/2005
FY05 Review PS Required

Corrective Measures Based on Independent CPA Audit Findings:

Auditor's Opinion: Qualified
Audit Resolution Agreement (ARA) Findings: Internal Control
ARA Corrective Action Status: Approved
ARA Corrective Action Due Date: 01/25/0013
Approval Date: 06/30/2005
Comments:
Submitted By: John Doe 10/24/2005
No Cost Allocation Plan

CAP Corrective Action Status: Approved
CAP Corrective Action Due Date: 06/20/2005
Approval Date: 06/30/2005
Comments:
Submitted By: John Doe 10/24/2005
Expenses Exceed Revenues

Corrective Measures Based on Office of the State Auditor(OSA)

Audit Resolution Agreement (ARA) Findings: Internal Control
ARA Corrective Action Status: Approved
ARA Corrective Action Due Date: 07/25/2005
Approval Date: 07/30/2005
Comments:
Submitted By: John Doe 10/24/2005
$35,000 in Disallowed Program Costs

Corrective Measures Based on EOHHS Financial Reviews

Audit Resolution Agreement (ARA) Findings: Compliance
ARA Corrective Action Status: Approved
ARA Corrective Action Due Date: 09/15/2005
Approval Date: N/A
Comments:
Submitted By: John Doe 10/24/2005
No Management Time Allocation Timesheets

Surplus Revenue Retention (SRR) Summary **FYE:** N/A

Liability Based on Annual SRR 5% Limit: N/A
Liability Based on Cummulative SRR Policy 20% Rule: N/A

Date of Agency/Provider Agreement: 10/22/2005
Comments:
Submitted By: John Doe 10/24/2005
Service Agreement Dated 10/15/05

General Comments Entered by EOHHS Provider Qualification Unit

Comments:
Submitted By: John Doe 10/24/2005
Verify Services Provided by 08/30/06

Provider Information Summary Functions

You can use the following links to navigate to more detailed information for a POS Provider's organization.

Tip: After viewing information on additional PDM pages, click the browser **Back** button to return to the **Provider Summary Information** page.

Function	Action
To view the POS Provider's Alternate Mailing address	Click **Link to Alternate Addresses**. ***Result:*** *The* ***General Information Detail*** *page appears.*
To e-mail the Provider PDM contact	Click the Provider PDM Contact e-mail address located within the **Contact Information** section of the page. ***Result:*** *A blank Outlook e-mail message page appears.*
To view more information about mission statement and corporate description	At the end of the paragraph, click **(More…)**. ***Result:*** *The* ***General Information Detail*** *page appears.*
To view more information about services provided	Next to the **Services Provided to the Commonwealth** heading, click **Go To Details…**. ***Result:*** *The* ***Other Services Provided Detail*** *page appears.*
To view more information about contracts	Next to the **Provider's EOHHS POS Contract Summary** heading, click **Go To Details…**. ***Result:*** *The* ***POS Provider Contract Detail*** *page appears.*

Provider Information Summary Functions (Continued)

Function	Action
To view more information about the provider's qualifications	Next to the **Provider Qualification** heading, click **Go To Details…** ***Result:*** *The **Provider Qualification Detail** page appears.*
To view more information about Financial Measures and the Uniform Financial Report (UFR) filing status	Click the **Financial Measures** link. ***Result:*** *The **Detail Financial Measures** page appears.*
To view submitted UFR from the OSD website	Click the following link: https://ufr.osd.state.ma.us/home.asp
To view information from the MassFinance website	Click the following link: http://www.massfinance.state.ma.us
To view a specific form on file	Next to the **Required Forms and Documents on File** heading, click **Go To Details…** ***Result:*** *The **View Required Forms and Documents** page appears.*
To return to the top of the page	Click the **Top** link.
To return to the **Business Functions** page	Click the **Business Functions** link located at the top of the page. Business Functions > Provider Summary Information

Viewing General Information Detail

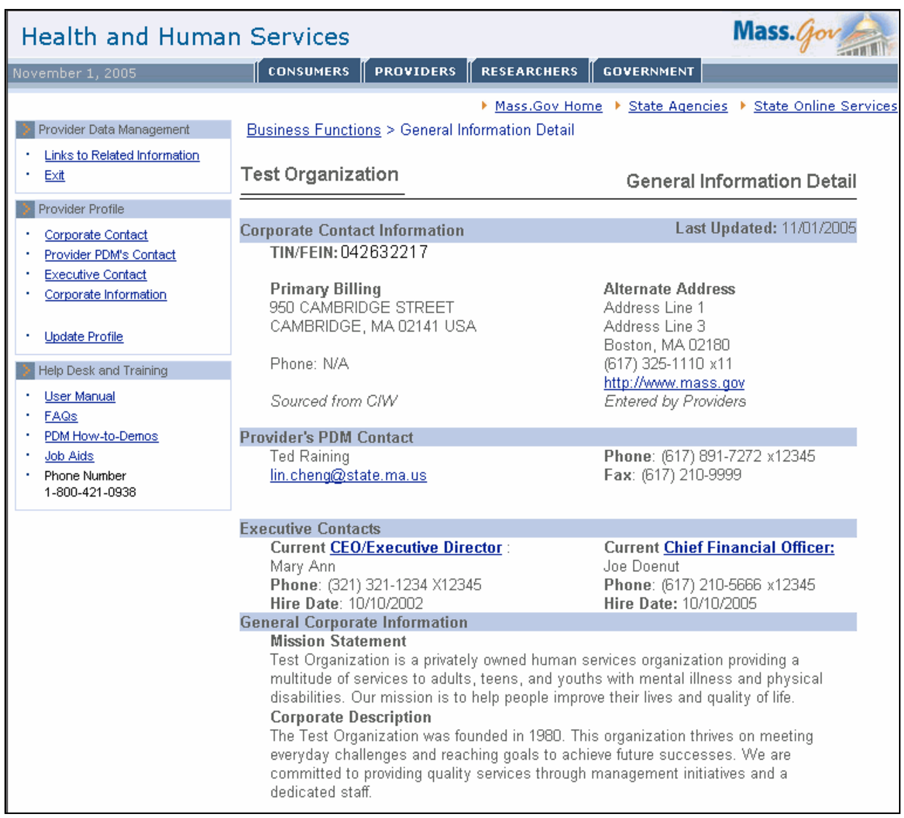
Use the **General Information Detail** page to view the following information about a Provider.

- Corporate Contact Information
- Provider's PDM Contact
- Executive Contacts
- General Corporate Information
  - Mission Statement
  - Corporate Description

General Information Detail Page

Access the **General Information Detail** page by clicking the **General Information Detail** link from the **Business Functions** page.

The following is an example of the **General Information Detail** page.



General Information Detail Functions

You can use the following links to navigate to more detailed information for a POS Provider's organization.

Function	Action
To view the Provider history information	Click the **Provider's** name hyperlink. ***Result:*** *The* ***Provider Audit Trail*** *page appears.* Click **Back** to return to the **General Information Detail** page.
To go to the Provider Organization's website	Click the Provider's website address located within the **Corporate Contact** section of the page. ***Result:*** *Internet Explorer opens to the Provider's website.*
To e-mail the Provider PDM Contact	Click the Provider's PDM Contact e-mail address located within the **Provider's PDM Contact** section of the page. ***Result:*** *A blank Outlook e-mail message page appears.*
To view CEO/Executive Director hire information for the POS Provider's organization	Click the **CEO/Executive Director** link. ***Result:*** *The* ***CEO Audit Trail*** *page appears.* Click **Back** to return to the **General Information Detail** page.

General Information Detail Functions (Continued)

To view Chief Financial Officer hire information for the POS Provider's organization	Click the **Chief Financial Officer** link. ***Result:*** *The **CFO Audit Trail** page appears.* Click **Back** to return to the **General Information Detail** page.

Tip: To return to the **Business Functions** page, click the **Business Functions** link at the top of the page.

Viewing EOHHS Services Taxonomy

Use the **Other Services Provided Detail** page to view the following information about a Provider.

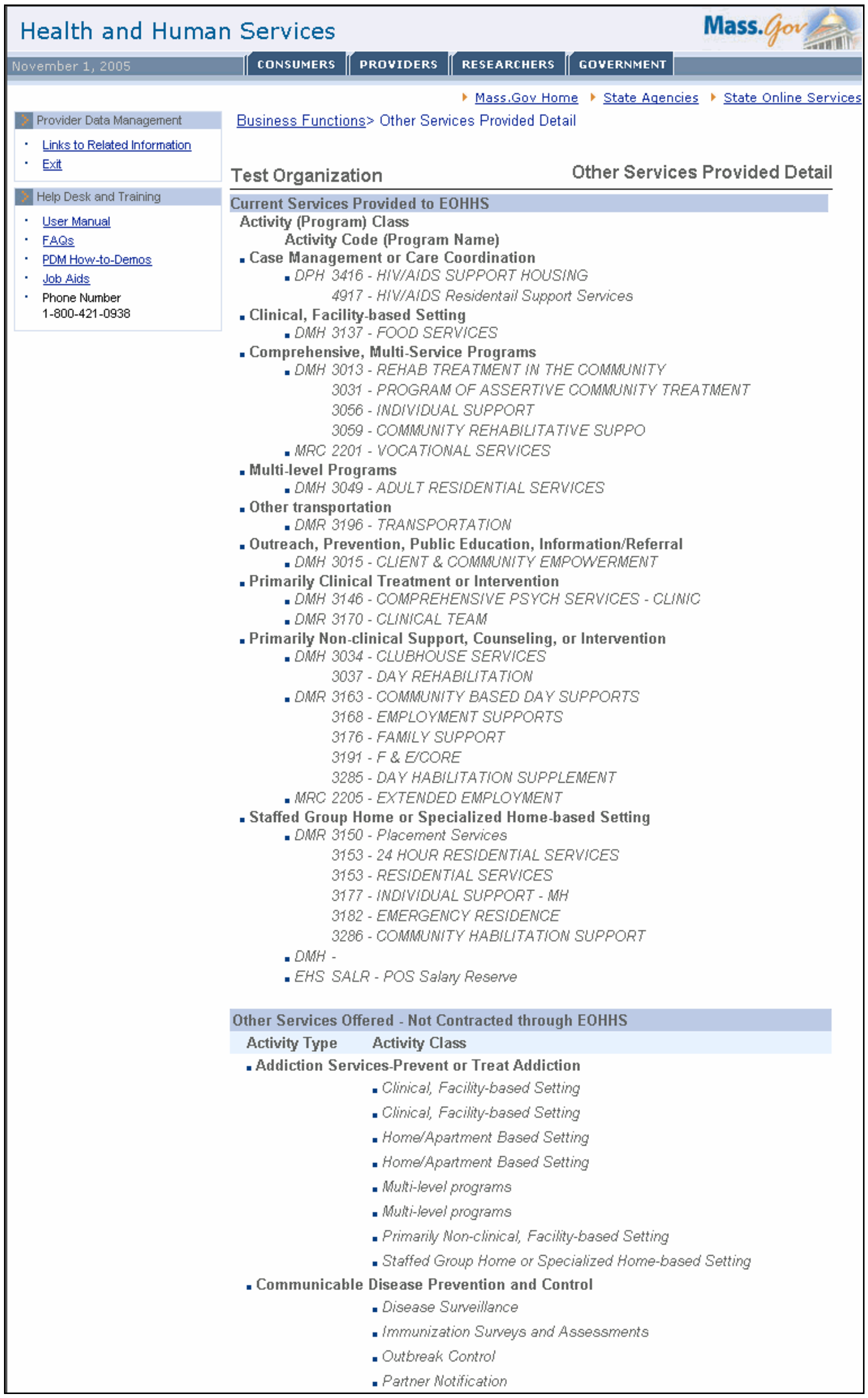
- Current services contracted through EOHHS
- Other services offered by the Provider but not contracted through EOHHS

Note: The current services provided data is sourced from the contract information in Commonwealth Information Warehouse (CIW). Information about services offered but not contracted through EOHHS is entered by the provider. Refer to the *Glossary of Terms* for the *Services Taxonomy* definitions.

Services Provided Detail Page

Access the **Other Services Provided Detail** page by clicking the **EOHHS Services Taxonomy** link from the **Business Functions** page.

The following is an example of the **Other Services Provided Detail** page.



Viewing Provider Contract Summary

Use the **POS Provider Contract Detail** page to view the following information about the POS Provider's contracts for the current fiscal year:

- Activity Code
- Activity Name
- Doc ID
- Object Code
- Annual Contract Amount
- Expended to Date
- Unexpended Amount
- Totals and Grand Totals for Annual Contract Amount, Expended to Date and Unexpended Amount

POS Provider Contract Detail Page

Access the **POS Provider Contract Detail** page by clicking the **Provider Contract Summary** link from the **Business Functions** page.

The following is an example of the **POS Provider Contract Detail** page.

Health and Human Services Mass.Gov

October 13, 2005 CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT

Mass.Gov Home | State Agencies | State Online Services

Business Functions > POS Provider Contract Detail

Test Organization POS Provider Contract Detail

Agency: DMH

Activity Code	Activity Name	Doc ID	Object Code	Annual Contract Amount	Expended to Date	Unexpended Amount
3013	REHAB TREATMENT IN THE COMMUNITY	SCDMH775050031170000	MM3	1,969,086.62	904,077.19	532,504.69
3031	PROGRAM OF ASSERTIVE COMMUNITY TREATMENT	SCDMH772050030810000	MM3	1,509,512.00	87,995.47	1,421,516.50
3034	CLUBHOUSE SERVICES	SCDMH677050061080000	MM3	784,636.88	198,280.78	586,356.06

Agency: DPH

Activity Code	Activity Name	Doc ID	Object Code	Annual Contract Amount	Expended to Date	Unexpended Amount
3416	HIV/AIDS SUPPORT HOUSING	SCDPH772958020130000	MM3	0.00	0.00	0.00
3416	HIV/AIDS SUPPORT HOUSING	SCDPH772958020240000	MM3	0.00	0.00	0.00
3416	HIV/AIDS SUPPORT HOUSING	SCDPH77295DLW0510000	MM3	0.00	0.00	0.00
4917	HIV/AIDS Residentail Support Services	INTF4977MM3600614093	MM3	2,546,535.00	72,758.95	2,473,776.00
			Total	2,546,535.00	72,758.95	2,473,776.00

Agency: MRC

Activity Code	Activity Name	Doc ID	Object Code	Annual Contract Amount	Expended to Date	Unexpended Amount
2201	VOCATIONAL SERVICES	SCMRC77075004243000A	M03	0.00	0.00	208,442.23
2205	EXTENDED EMPLOYMENT	SCMRC77075031096000A	M03	0.00	0.00	58,776.48
2205	EXTENDED EMPLOYMENT	SCMRC770760310870000	M03	0.00	0.00	13,600.00
			Total	0.00	0.00	280,818.72
			Grand Total	142,125,952.00	36,974,476.00	51,096,860.00

Tip: To return to the **Business Functions** page, click the **Business Functions** link located at the top of the page.

Viewing Provider Qualification

Use the **Provider Qualification Detail** page to view the following results about the POS Provider's qualifications:

- Principal Purchasing Agent (PPA)
- Qualification Status and Review dates
- Corrective Measures based on:
    - Independent Certified Pubic Accountant (CPA) Audit Findings
    - State Auditor's Office (SAO) Audit Findings
    - EOHHS Financial Reviews
- Surplus Revenue Retention (SRR) Summary
- General Comments entered by EOHHS Provider Qualification and Audit (QP&A) Unit

Provider Qualification and Audit Unit (PQ&A)

The EOHHS Provider Qualification and Audit Unit (PQ&A):

- Develops policies and procedures to qualify all providers and eliminates the requirement for annual re-qualification whenever possible.
- Standardizes the Financial Assessment Measures and establishes benchmarks. The Financial Assessment Measures, which determine the financial stability of the provider, will be populated from the Unified Financial Report (UFR) that is filed annually by the provider to the Operational Services Division (OSD).
- Conducts onsite audit reviews of providers and coordinates external audit report responses in conjunction with the appropriate agencies.

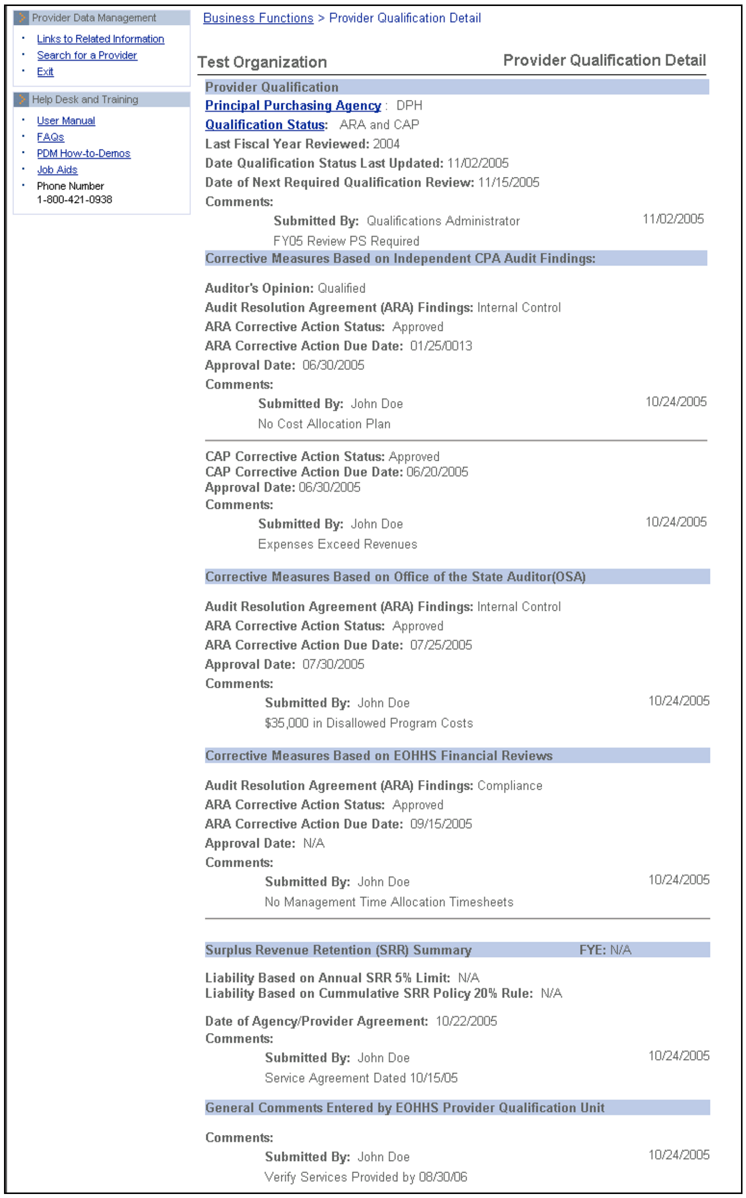
Note: This unit is responsible for updating a provider's qualification status and entering comments about the provider using the **Update Provider Qualification** page.

Provider Qualification Detail Page

Access the **Provider Qualification Detail** page by clicking the **Provider Qualification** link from the **Business Functions** page.

Important: These sections of the **Provider Qualification Detail** page will be populated when the EOHHS Provider Qualification and Audit (PQ&A) Unit completes the review process.

The following is an example of the **Provider Qualification Detail** page.



Provider Data Management
- Links to Related Information
- Search for a Provider
- Exit

Help Desk and Training
- User Manual
- FAQs
- PDM How-to-Demos
- Job Aids
- Phone Number 1-800-421-0938

Business Functions > Provider Qualification Detail

Test Organization | Provider Qualification Detail

Provider Qualification
Principal Purchasing Agency: DPH
Qualification Status: ARA and CAP
Last Fiscal Year Reviewed: 2004
Date Qualification Status Last Updated: 11/02/2005
Date of Next Required Qualification Review: 11/15/2005
Comments:
Submitted By: Qualifications Administrator 11/02/2005
FY05 Review PS Required

Corrective Measures Based on Independent CPA Audit Findings:
Auditor's Opinion: Qualified
Audit Resolution Agreement (ARA) Findings: Internal Control
ARA Corrective Action Status: Approved
ARA Corrective Action Due Date: 01/25/0013
Approval Date: 06/30/2005
Comments:
Submitted By: John Doe 10/24/2005
No Cost Allocation Plan

CAP Corrective Action Status: Approved
CAP Corrective Action Due Date: 06/20/2005
Approval Date: 06/30/2005
Comments:
Submitted By: John Doe 10/24/2005
Expenses Exceed Revenues

Corrective Measures Based on Office of the State Auditor(OSA)
Audit Resolution Agreement (ARA) Findings: Internal Control
ARA Corrective Action Status: Approved
ARA Corrective Action Due Date: 07/25/2005
Approval Date: 07/30/2005
Comments:
Submitted By: John Doe 10/24/2005
$35,000 in Disallowed Program Costs

Corrective Measures Based on EOHHS Financial Reviews
Audit Resolution Agreement (ARA) Findings: Compliance
ARA Corrective Action Status: Approved
ARA Corrective Action Due Date: 09/15/2005
Approval Date: N/A
Comments:
Submitted By: John Doe 10/24/2005
No Management Time Allocation Timesheets

Surplus Revenue Retention (SRR) Summary **FYE:** N/A
Liability Based on Annual SRR 5% Limit: N/A
Liability Based on Cummulative SRR Policy 20% Rule: N/A
Date of Agency/Provider Agreement: 10/22/2005
Comments:
Submitted By: John Doe 10/24/2005
Service Agreement Dated 10/15/05

General Comments Entered by EOHHS Provider Qualification Unit
Comments:
Submitted By: John Doe 10/24/2005
Verify Services Provided by 08/30/06

Tip: To return to the **Business Functions** page, click the **Business Functions** link located at the top of the page.

Viewing Financial Measures

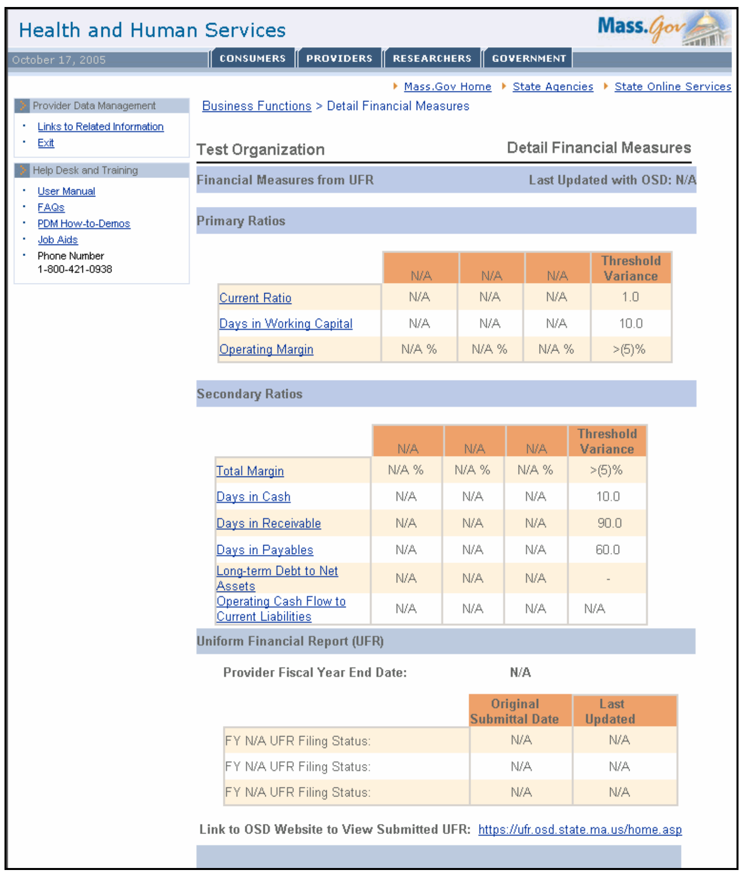
The Financial Assessment Measures determines the financial stability of the provider.

The EOHHS Provider Qualification and Audit (PQ&A) Unit standardizes the Financial Assessment Measures and establishes benchmarks.

The **Financial Measures** page is pre-populated from the Operational Services Division (OSD) Unified Financial Report (UFR) on a regular basis.

Detail Financial Measures page

Access the **Detail Financial Measures** page by clicking the **Financial Measures** link from the **Business Functions** page.


Health and Human Services
Mass.Gov
October 17, 2005
CONSUMERS | PROVIDERS | RESEARCHERS | GOVERNMENT
Mass.Gov Home | State Agencies | State Online Services

Provider Data Management
- Links to Related Information
- Exit

Help Desk and Training
- User Manual
- FAQs
- PDM How-to-Demos
- Job Aids
- Phone Number 1-800-421-0938

Business Functions > Detail Financial Measures

Test Organization — Detail Financial Measures

Financial Measures from UFR — Last Updated with OSD: N/A

Primary Ratios

	N/A	N/A	N/A	Threshold Variance
Current Ratio	N/A	N/A	N/A	1.0
Days in Working Capital	N/A	N/A	N/A	10.0
Operating Margin	N/A %	N/A %	N/A %	>(5)%

Secondary Ratios

	N/A	N/A	N/A	Threshold Variance
Total Margin	N/A %	N/A %	N/A %	>(5)%
Days in Cash	N/A	N/A	N/A	10.0
Days in Receivable	N/A	N/A	N/A	90.0
Days in Payables	N/A	N/A	N/A	60.0
Long-term Debt to Net Assets	N/A	N/A	N/A	-
Operating Cash Flow to Current Liabilities	N/A	N/A	N/A	N/A

Uniform Financial Report (UFR)

Provider Fiscal Year End Date: N/A

	Original Submittal Date	Last Updated
FY N/A UFR Filing Status:	N/A	N/A
FY N/A UFR Filing Status:	N/A	N/A
FY N/A UFR Filing Status:	N/A	N/A

Link to OSD Website to View Submitted UFR: https://ufr.osd.state.ma.us/home.asp

Tip: To return to the **Business Functions** page, click the **Business Functions** link located at the top of the page.

Notes:

Chapter 7: Updating Provider Qualification Information

Overview

PDM allows the Provider Qualification Staff to update provider qualification information, therefore reducing the amount of paperwork and input required from providers.

Note: All fields can be audited by the Provider Qualification and Audit (PQ&A) Unit.

Updating Qualification data

Use the **Update Provider Qualifications** to update data about a POS Provider organization.

You can edit the following information:

- Provider Qualification
- Corrective Measures based on Independent CPA Audit Findings
- Corrective Measures based on Office of the State Auditor (OSA)
- Corrective Measures based on EOHHS Financial Reviews
- Surplus Revenue Retention (SRR) Summary
- General Comments entered by EOHHS Provider Qualification and Audit (PQ&A) Unit

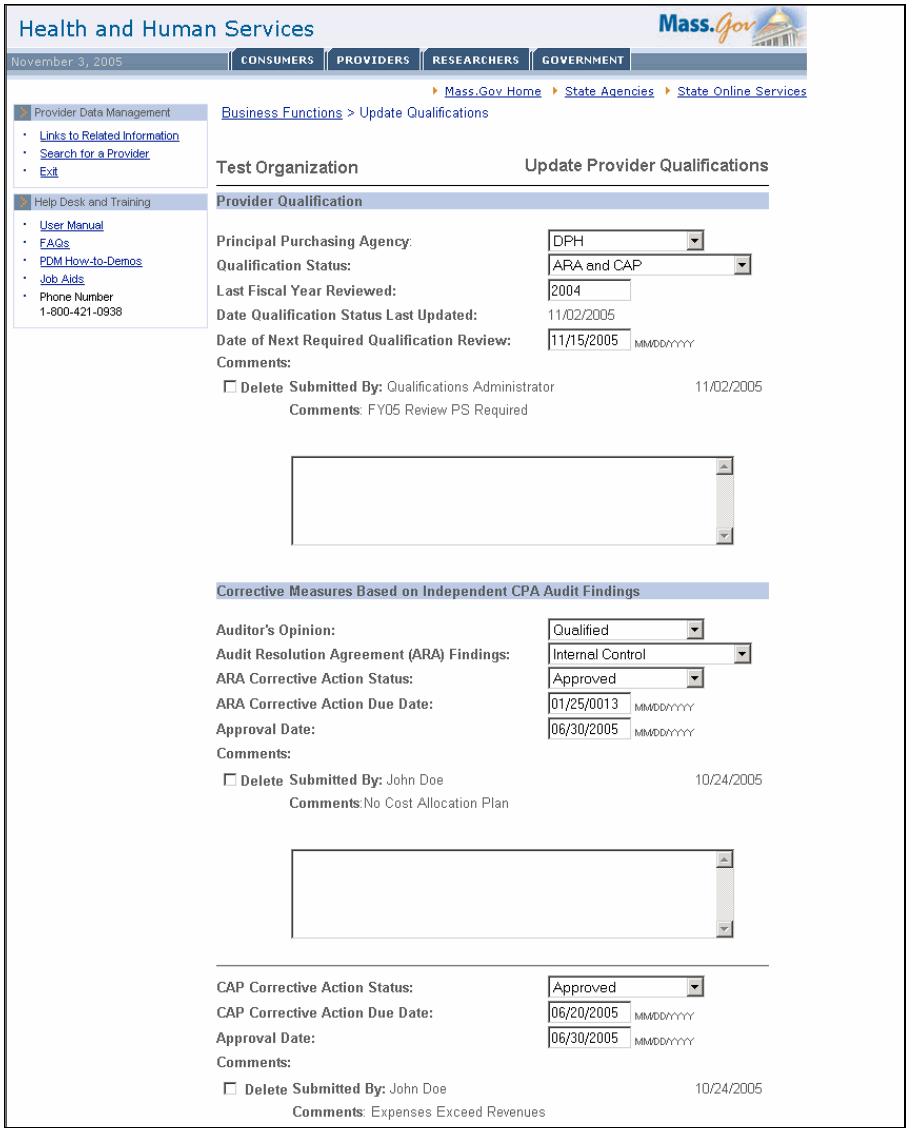
Accessing the Update Provider Qualifications Page

To access the **Update Provider Qualifications** page from the **Agency Business Functions** page, click the **Qualification Detail** link located under the **Provider Qualification** bullet.

Result: *The* ***Update Provider Qualifications*** *page appears.*

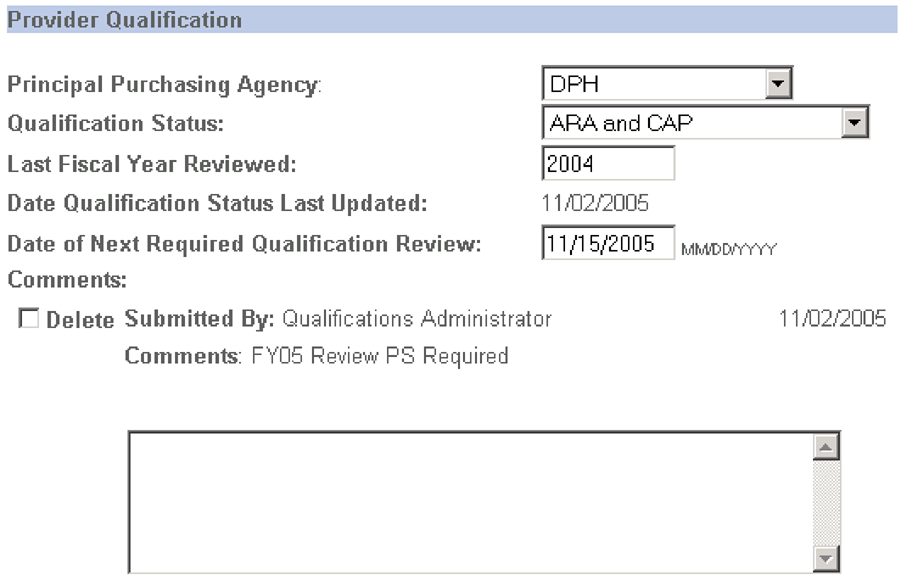
Update Provider Qualifications Page

The following is an example of the **Update Provider Qualifications** page.



Tip: To return to the **Business Function** page, click the **Business Functions** link located at the top of the page.

Updating Provider Qualifications

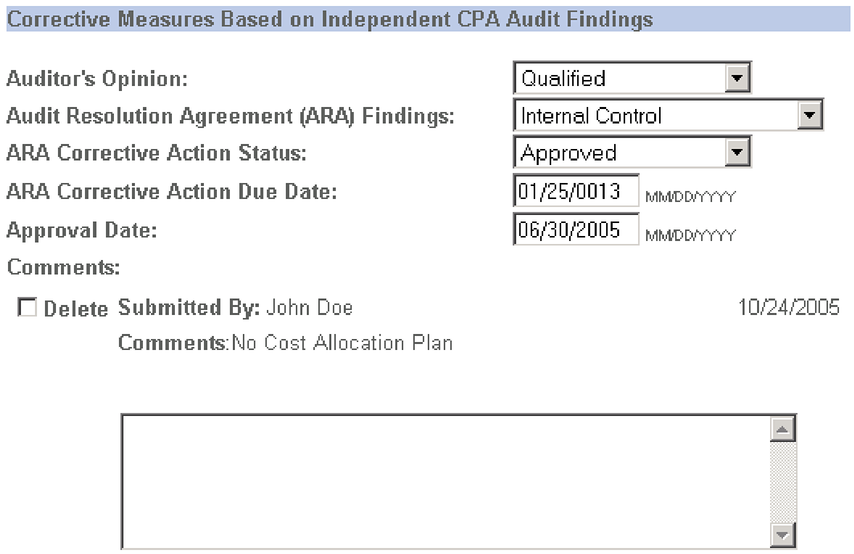


Follow theses steps to update, enter new data for **Provider Qualification** information.

Step	Action
1	Click the **Principal Purchasing Agent** drop-down box to select the appropriate item from the list.
2	Click the **Qualification Status** drop-down box to select the appropriate item from the list.
3	Enter the **Last Fiscal Year Reviewed**. ***Tip:*** Use this year format (YYYY).
4	Enter **Date of Next Required Qualification Review** in the textbox.
5	Type comments in the **Comments** box.

Note: When the Principal Purchasing Agent or Qualification Status information is updated the PDM Contact and the Agencies that are contracted with this provider will be notified by e-mail.

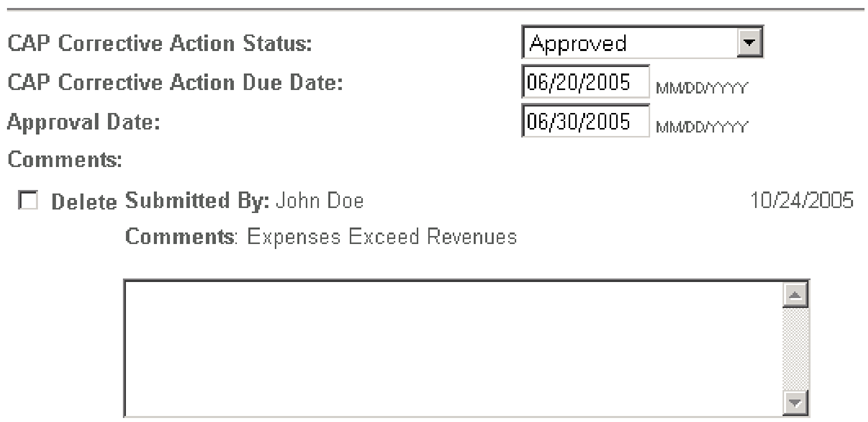
Updating Provider Qualifications (Continued)



Follow theses steps to update, enter new data for **Corrective Measures Based on Independent CPA Audit Findings** information.

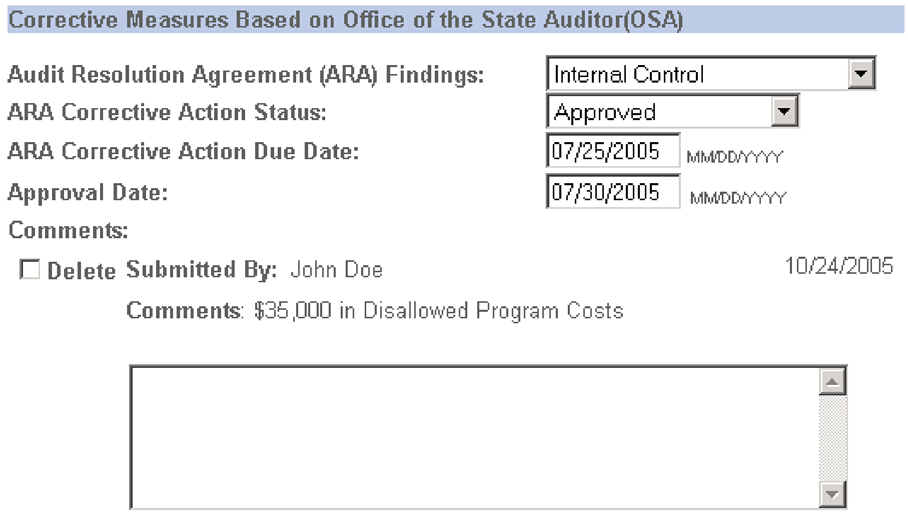
Step	Action
1	Click the **Auditor's Opinion** drop-down box to select the appropriate item from the list.
2	Click the **Audit Resolution Agreement (ARA) Findings** drop-down box to select the appropriate item from the list.
3	Click the **ARA Corrective Action Status** drop-down box to select the appropriate item from the list.
4	Enter **ARA Corrective Action Due Date** in the textbox.
5	Enter **Approval Date** in the textbox.
6	Type comments in the **Comments** box.

Updating Provider Qualifications (Continued)



Step	Action
7	Click the **CAP Corrective Action Status** drop-down box to select the appropriate item from the list.
8	Enter the **CAP Corrective Action Due Date** in the textbox.
9	Enter **CAP Approval Date** in the textbox.
10	Type comments in the **CAP Comments** box.

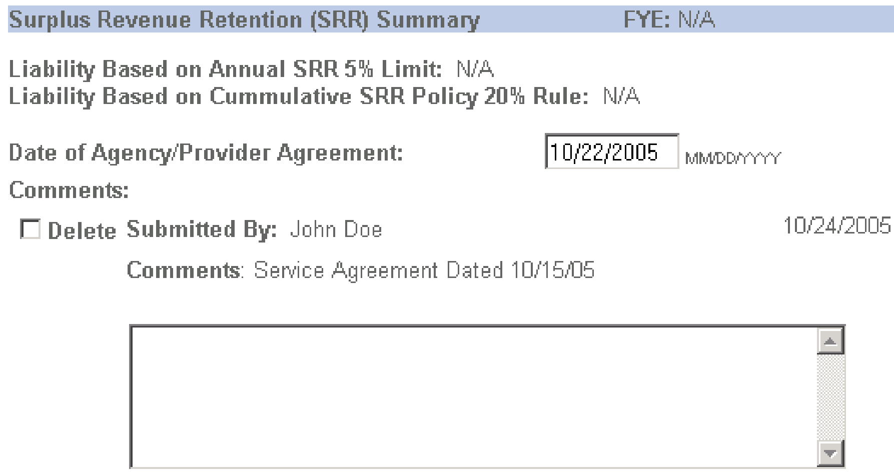
Updating Provider Qualifications (Continued)



Follow theses steps to update, enter new data for **Corrective Measures Based on Office of the State Auditor (OSA)** information.

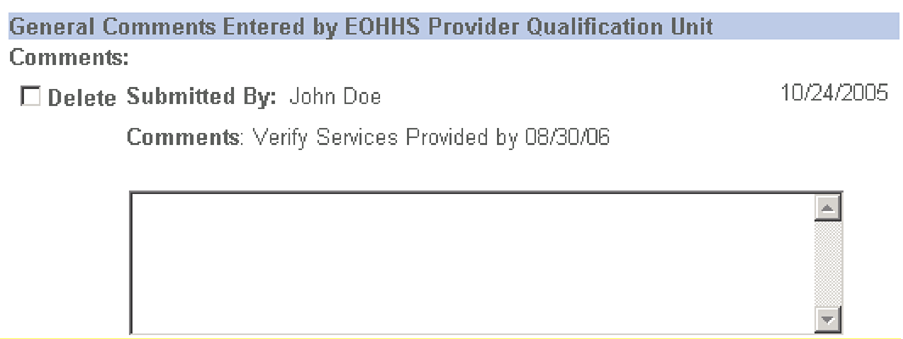
Step	Action
1	Click the **Audit Resolution Agreement (ARA) Findings** drop-down box to select the appropriate item from the list.
2	Click the **ARA Corrective Action Status** drop-down box to select the appropriate item from the list.
3	Enter the **Corrective Action Due Date** in the textbox.
4	Enter the **Approval Date** in the textbox.
5	Type comments in the **ARA Comments** box.

Updating Provider Qualifications (Continued)



Follow theses steps to update, enter new data for **Surplus Revenue Retention Summary (SRR)** information.

Step	Action
1	Enter the **Date of Agency/Provider Agreement** in the textbox.
2	Type comments in the **SRR Comments** box.



Type **General Comments** in the textbox.

Updating Provider Qualifications (Continued)

Once the data is updated you can do one of the following:

If you…	**Then…**
Click the **Clear** button.	The modified information is cleared out and the fields are repopulated back to the data that was last saved.
Click the **Delete** check box.	Any comments entered are set for deletion. Click the **Submit** button. submit ***Result:*** *A Confirmation page appears.* Click Confirm to save all changes. Once this form is saved, it will become immediately viewable in PDM to all users. confirm cancel Click the **Confirm** button. confirm ***Result:*** *The comments are removed from the PDM database and you are redirected to the **Provider Qualification Detail** page to view what you have just deleted.*
Click the **Submit** button.	A **Confirmation** page appears. Click Confirm to save all changes. Once this form is saved, it will become immediately viewable in PDM to all users.
Click the **Confirm** button.	Any data that has been entered is saved, updated and viewable information in *PDM* and you are redirected to the **Provider Qualification Detail** page to view the updated data.
Click the **Cancel** button.	You are returned to the **Update Provider Qualification** page. ***Result:*** *The changes display on the page. No data has been saved and is not available at all to view.*

Chapter 8: Required Forms and Documents

Overview

Both Provider and Agency users can use the view required forms and documents on file.

Providers will now be able to submit required forms and documents to EOHHS by using the *PDM* service.

This chapter contains the following topics:

- Accessing Required Forms and Documents page
- Viewing Information
- Available Forms and Documents
- Downloading Templates

Accessing the View Required Forms and Documents Page

Use the **View Required Forms and Documents** page to see which forms and documents are on file.

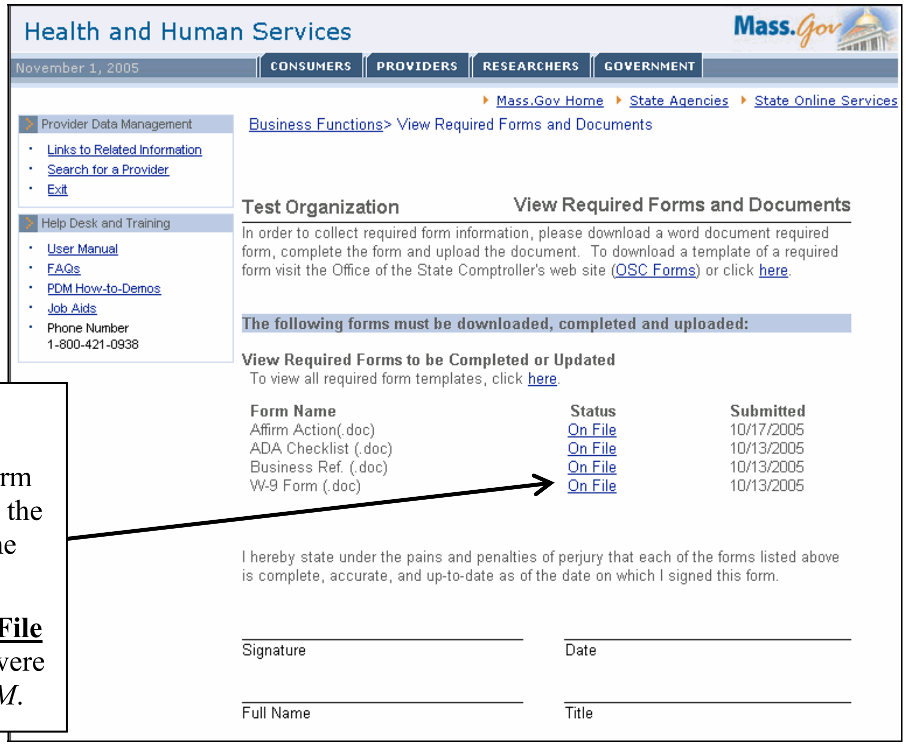
You can access the **View Required Forms and Documents** page from the **Agency Business Functions** page.

Click the **Required Forms and Documents** link under **View Information Summary**.

Result: The **View Required Forms and Documents** page appears.

Required Forms and Documents Page

The following is an example of the **View Required Forms and Documents** page.



Screen Tip

View a specific form on file by clicking the **On File** link for the Status

The status of **On File** means the forms were uploaded to *PDM*.

Viewing Information

All uploaded forms can be viewed online; both the Commonwealth Terms and Conditions and the Health and Human Services Terms and Conditions only have available their status and the date of submission. These fields are sourced from NewMMARS – CIW.

Function	Action
To view the information about a form unavailable online	Review the Status column on **View Required Forms and Documents** page.
To view a form or document available online	Click the link next to the form or document you want to review.

Note: This page includes a signature section that will be used by providers to confirm that all forms uploaded to *PDM* are up to date. When specified in a Request for Response (RFR), this page can be printed, signed, and submitted as part of the new RFR process. Refer to RFR document for specific submittal requirements.

Available Forms and Documents

The following table lists the blank forms and documents that are available to view and download from *PDM*.

Standard Forms and Documents	Availability on PDM
T & C form	Status and date only
ADA Checklist	View form/document
Affirmative Action Plan	View form/document
Business Reference Form	View form/document
CORI Policy	View form/document
Disaster Plan	View form/document
Disciplinary Policy	View form/document
Human Rights Policy	View form/document
Northern Ireland	View form/document
Personnel Policy	View form/document
Northern Ireland Notice And Certification	Web form/document
Personnel Policy	View form/document
Provider’s Training Policy	View form/document
Massachusetts Substitute W-9 Form	View form/document

Downloading Templates

Templates for most required forms and documents can be downloaded from *PDM* **Required Forms List** page. Other templates are available through links to pages at OSC and OSD websites.

Access the Required Forms list page by clicking the **here** link.

The following forms must be downloaded, completed and uploaded:

View Required Forms to be Completed or Updated
To view all required form templates, click here.

Form Name	Status	Submitted
T&C Signed	On File With OSD	01/01/2002
T&C/HSS Signed	On File With OSD	01/01/2002
Affirm Action (.doc)	On File	11/01/2005
ADA Checklist (.doc)	On File	10/31/2005
Business Ref. (.doc)	On File	05/19/2005
CORI Policy (.doc)	On File	05/23/2005
N. Ireland (.doc)	On File	09/07/2005
W-9 From (.pdf)	On File	09/08/2005

The following is a sample of the **Required Forms List** page, from which you can download most templates.

Business Functions > Required Forms List

List of Required Forms

Affirmative Action Plan
ADA Checklist
Business Reference Form
Northen Ireland Notice And Certification
Massachusetts Substitute W-9 Form

For Other Commonwealth Forms:
- Operational Services Division (OSD) Forms
- Office of the State Comptroller (OSC) Forms

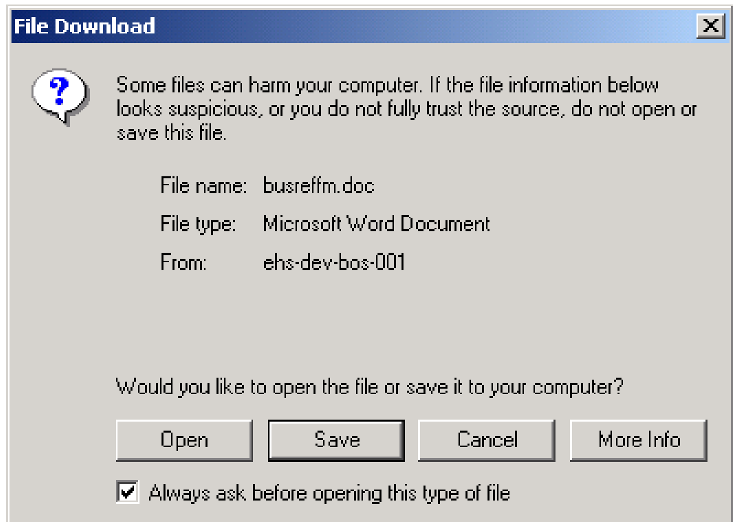
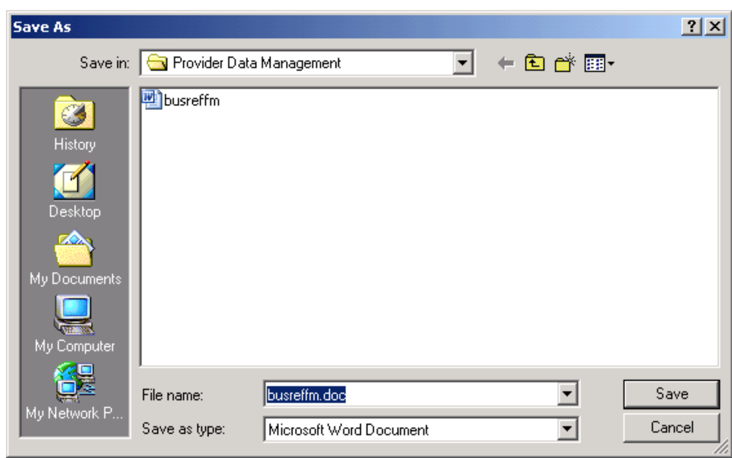
Additional documents can be uploaded to provider data management that do not have a standard format such as the CORI Policy, Human rights Policy, etc. Please upload a word document with the appropriate data to the application.

Back

Following is a list of the templates available and the site from which they can be downloaded.

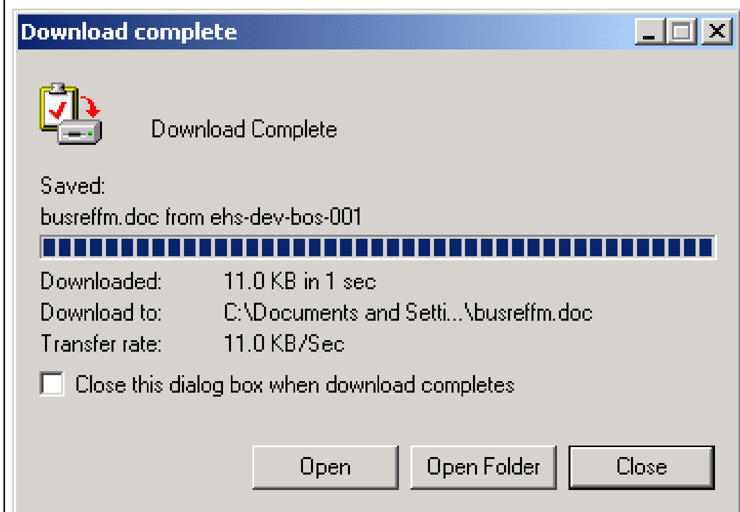
Template	Download from….
Affirmative Action Plan	PDM
ADA Checklist	PDM
Business Reference Form	PDM
Northern Ireland Notice and Certification	PDM
Massachusetts Substitute W-9	PDM

Follow these steps to download a template.

Step	Action
1	Click the name of the required form. ***Result:** A dialog box appears, asking whether you want to **Open** or **Save** the file.* 
2	Click **Save**. ***Result:** A **Save As…**dialog box appears.* 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Type the file name and navigate to the location where you want the file. Click Save.

Result: After a moment, a Download Complete dialog box appears.


</td></tr>
<tr><td>4</td><td>Click Close to close the Download dialog box.

Result: The file has been saved onto your computer.</td></tr>
</table>

Notes:

Chapter 9: PDM Glossary of Terms

Introduction

As part of the implementation of *PDM*, some terminology related to your work is changing.

Refer to the list of topics below to review the information that will be included in *PDM's* Glossary of Terms.

- Definitions
- Appendix

Notes:

Definitions

Introduction

The following table lists PDM related terms with their definitions.

Definitions

Term	Definition
ADA Checklist	The Americans with Disabilities Act (ADA) prohibits state and local governments from discriminating on the basis of disability in contracting for commodities and services.
Affirmative Action Plan	An affirmative action plan identifies the bidder's commitment to non-discrimination in employment and to procure commodities, services and supplies from certified minority and women-owned business enterprises, businesses owned by individuals with disabilities and businesses owned and controlled by socially or economically disadvantaged individuals. The Affirmative Action requirement is usually addressed through procedures established and required by the various secretariats.
Agency Staff for Purchase of Service (POS)	Executive Office of Health and Human Services (EOHHS) agencies maintain individual departments, divisions or bureaus that are responsible for managing purchase of service providers and, in some cases, the programs that the providers deliver to consumers.
Commonwealth Information Warehouse (CIW) Database	The repository of NewMMARS (the state accounting system) financial and accounting information stored in a MS SQL Server database that is managed by the Information Technology Division (ITD).

Term	Definition
CIW Reporting	The PDM application requires data from the Commonwealth Information Warehouse (CIW). The Provider Data Management technical team will implement a series of views off the tables from CIW to handle some of the business rules around reporting and data presentation.
Enterprise Reporting Service	The Health and Human Services (HHS) standard reporting tool, which enables Agency Staff to perform a range of reporting functions from running simple reports to complicated ad hoc queries. Agency staff will have access to the Enterprise Service through the web. It will not be necessary to download or install any new software.
Commonwealth Information Warehouse (CIW)	The Information Technology Division (ITD) under the Executive Office for Administration and Finance maintains a Commonwealth Information Warehouse that extracts data from NewMMARS (the state accounting system) and loads the data into a warehouse that is accessible by Microsoft Access clients. It is also a data feed to PDM.
Commonwealth Terms and Conditions	Documents, jointly issued by Executive Office of Administration and Finance (ANF), Operational Services Division (OSD) and Office of the State Comptroller (CTR), that must be executed by all Contractors that enter into Contracts with the State.
Consumer	A consumer is defined as a person who uses or wishes to use health and human services provided by any one of the EHS agencies.

Term	Definition
Contact Management	There are two types of contacts in the PDM application, agency contacts, and POS Provider contacts. Also included in the contact management component of PDM is the tracking of addresses for the POS Providers as they relate to the Provider's various sites in the commonwealth.
Contract Report by Agency and POS Provider	Contract report that prompts the user to select one or more Health and Human Service agencies and then view all of the vendors that are contracted to provider services. The report contains activity/program detail information as well as financial measures. The data is sourced from CIW using the M_PR_ENCUMBRANCES table and updated weekly.
Contract Report by Agency and Program	Contract report that prompts the user to select one or more Health and Human Service agencies and then view all of the program and activities and see which vendors are contracted by programs. The data for the report is sourced from the CIW table M_PR_ENCUMBRANCES.
Contract Standard Reports	The contract reporting standard reports are based on data sourced from a CIW table called M_PR_ENCUMBRANCES (referred to in this document as the encumbrances table). The encumbrances table contains information across all Commonwealth agencies and measures not just encumbrances, but the dollars left in a contract as well as the total contract amount.
CORI Policy	Criminal Offender Record Information Policy
Disaster Plans	An uploadable file to PDM.
Disciplinary Policy	An uploadable file to PDM.

Term	Definition
EOHHS Agency	EOHHS Agency maintains individual departments, divisions, or bureaus that are responsible for managing purchase of service providers and, in some cases, the programs that the providers deliver to consumers. EOHHS agencies are recognized by a three letter code that is used in the state accounting system.
EOHHS Data Warehouse	Maintained by EOHHS, enterprise-wide data warehouse to serve as the single repository for centralized agency health and human service information.
EOHHS PDM Help Desk	This unit will answer inquiries, troubleshoot problems, and provide navigational advice/ instructions to new and current users.
ETL Service	The data warehouse uses Informatica as its Extract, Transform and Load (ETL) tool. The PDM application requires the ETL warehouse service to populate CIW and UFR tables on a weekly basis. The service in the EHS Data warehouse used to extract data from external source systems and load the data into the PDM database.
Financial Assessment Measures	A common set of measures to be used to help determine the financial stability of a provider. Refer to the *Appendix* section in this chapter.
Financial Assessment Measures – POS Provider Comparison Report	This report provides the user with the opportunity to compare financial assessment measures for selected Purchase of Service (POS) Providers.

Term	Definition
HHS Provider Qualification Unit	A member of the EOHHS Provider Qualification staff responsible for maintaining POS Provider qualification data on the PDM system, updating a Provider’s qualification status and entering in comments about a provider.
Human Rights Policy	An uploadable file to PDM.
Mission Statement	A mission statement should accurately explain why the organization exists and what it hopes to achieve in the future. It articulates the organization’s essential nature, its values and its work.
NewMMARS	The New Massachusetts Management Accounting and Reporting System (NewMMARS) is a centralized, financial database system specifically designed to support the financial functions performed by the Commonwealth.
Office of the State Comptroller	The Office of the State Comptroller (CTR) is an independent agency within the Executive Branch. CTR's mission is to work with Commonwealth fiscal officers in 157 Departments to ensure the integrity, accountability and efficiency of the Commonwealth's fiscal operations, communicate accurate and timely financial information to decision makers within the Executive, Legislative and Judicial branches, the financial community as well as the general public, and provide leadership and professional guidance in areas of fiscal policy within the Commonwealth and nationally.

Term	Definition
Operational Services	The Operational Services Division (OSD) facilitates and audits the acquisition of

Term	Definition
PDM Database	The repository for POS Provider information collected online and through extract, transform, and load (ETL) procedures executed against other database systems.
PDM Detail Pages	The PDM Detail pages contain the lowest level of detail information about a specific subject area of data for a provider. The detail pages will maintain a common header with the provider's name and the name of the detail page. When the user is a provider, the provider will see links to update pages that will enable them to update the data.
PDM Login Page	This describes the login process, initiated by the provider, the agency, or the POS Provider.
PDM Search Page	The PDM search page is only available to agency staff and the Provider Qualification Unit. This page enables the user to search for information about a specific provider or to click on a link to the Enterprise business service for comparing information about multiple providers. The search page gives the user three options to search, either by Provider first initial, by FEIN or by provider name. The results of the search are rendered on the page. The search functionality allows agency staff to access the corporate information page for a POS Provider.
PDM Services Provided Page	This details the view process for services provided by the POS Provider for agency staff.

Term	Definition
PDM Summary Page	The PDM summary page is designed to render information about the provider in a summary format that enables a quick view about the provider with an ability to drill into detail information by clicking on the Go to Details… links.
PDM Update Required Documents and	PDM allows the POS Provider to upload files for required documents and forms.
PDM View Agency Business Services Page	This details the view process for the provider's business services.
PDM View Contracts Detail Page	This details the view process for Provider Contracts Detail information for agency staff.
PDM View General Information Page	This details the view process for Provider General information for agency staff.
PDM View POS Provider Contracts Detail Page	This details the view process for Provider Contracts Detail information.
PDM View POS Provider General Information Page	This details the view process for Provider General information.
PDM View POS Provider Qualification Page	This details the view process for Provider Qualifications information. Includes the results of financial assessment measures, review status, general comments and related information. Data from the Uniform Financial Report (UFR) will be pulled in order to populate the assessment measure calculations.

Term	Definition
Provider Qualification	A process in which a HHS Provider must receive an annual review of their financial status in order to contract with an EOHHS Agency.
Provider Responses	The POS Providers are prompted to provide some basic information about their business. This section will eventually expand, but for the first release there are a few core questions that the Provider is required to answer. The providers will have the ability to save their answers to the questions before submitting them to the system for agency staff to see.
Provider Services	A non-required component for the POS Provider to enter on the PDM application are descriptions of the services the provider provides to the Commonwealth and services the provider can provide but does not provide to the Commonwealth.

Term	Definition
Reporting	The reporting on multiple providers for the PDM application is delivered using the Enterprise Reporting Service. This functionality is only available to agency staff and users accessing the system within the state network, MAGNET. The reporting requirements can be divided into two categories: standard reports and ad hoc reports. The standard reports are rendered using Enterprise ReportNet and the ad hoc reports are delivered using Enterprise PowerPlay Cubes. The first release of the PDM application will contain a small subset of standard reports that reference data for both Contract Encumbrances and UFR Assessment Measures. In the future the application will also include a standard report for comparing demographic information about two providers. The first release will also include two data cubes with information on Contract Encumbrances and Assessment Measures. This section merges both technical and business requirements in order to be as complete in defining the look and behavior of the reports as well as the definition of the data elements.

Term	Definition
Required Forms and Documents	The Required Forms and Documents of the Provider Data Management system, previously known as the Standard Forms Section in the vision document, has changed a number of times based on specific legal constraints. For Release 1.0 of the PDM system the application will allow providers to upload some required documents and forms, but will not support the use of web forms to capture information on the form and store it as separate fields in a database.
Secretary of State’s Office (Corporations Division)	Agency, that is responsible for providing links to existing public documents in PDF format. These documents are provider specific and contain a corporation's identity history, Annual Report and other organizational information used to evaluate an organization’s background and corporate filings.
Taxonomy	The POS Services Taxonomy groups all programs into three hierarchical levels and supports joint purchasing and standard reporting. The overall EOHHS Taxonomy forms the basis for an enterprise-wide chart of accounts, as well as reporting hierarchies in the new EOHHS data warehouse.
State Auditors Office	The State Auditor’s Office (SAO) is responsible for providing links to audit results and recommendations for a provider when applicable. These audit reports are intended to assist program administrators by identifying areas where accounting and administrative controls, program results, and efficiency can be improved.

Term	Definition
Terms and Conditions	Documents, jointly issued by ANF, OSD and CTR, that must be executed by all Contractors that enter into Contracts with the State. This field is extracted from NewMMARS – CIW.
Terms and Conditions for Health and Human Services	This Commonwealth Terms and Conditions for Health and Human Services form is jointly issued by the Executive Office for Administration and Finance (ANF), the Office of the Comptroller (CTR) and the Operational Services Division/Division of Purchased Services (OSD), for use by Commonwealth of Massachusetts ("State") Departments and Contractor organizations that contract to provide Health and Human Services to Commonwealth clients. This field is extracted from NewMMARS – CIW.
TIN/FEIN	Tax identification number / federal tax identification number is a nine-digit number (for example, 12-3456789) assigned to sole proprietors, corporations, partnerships, estates, trusts, and other entities for tax filing and reporting purposes.
Uniform Financial Report	The Uniform Financial Statements and Independent Auditor's Report (UFR) is the set of financial statements and schedules required of health and human service organizations who deliver services to the Commonwealth's vulnerable consumers via contracts with state departments.
Update Taxonomy	This function allows POS Providers to update services not currently provided to the Commonwealth.
VG Shared Security Service	The shared security service developed and implemented in the Virtual Gateway.

Appendix

Introduction

The Appendix contains the following information:

- Acronyms list
- Assessment Measures terms and definitions

Acronyms

Acronym	Name
ANF	Executive Office of Administration and Finance
CHE	Chelsea Soldiers' Home
CIW	Commonwealth Information Warehouse
DMH	Department of Mental Health
DMR	Department of Mental Retardation
DPH	Department of Public Health
DSS	Department of Social Services
DTA	Department of Transitional Assistance
DYS	Department of Youth Services
EHS/EOHHS	Executive Office of Health and Human Services
ELD	Elder Affairs
HCF	Health Care Finance and Policy
HLY	Holyoke Soldiers' Home
ITD	Information Technical Division
Acronym	**Name**

MCB	Massachusetts Commission for the Blind
MCDHH	Massachusetts Commission for the Deaf and Hard of Hearing
MRC	Massachusetts Rehabilitation Commission
NewMMARS	New Massachusetts Management Accounting and Reporting System
PDM	Provider Data Management
POS	Purchase of Service
PPA	Principal Purchasing Agency
PQ&A	Provider Qualification and Audit Unit
ORI	Office of Refugees and Immigrants
OSC	Office of State Comptroller
OSD	Operational Services Division
SAO	State Auditor's Office
SRR	Surplus Revenue Retention Summary
UFR	Uniform Financial Report
VET	Veterans' Affairs

Financial Assessment Measures

Term	Definition
UFR Financial Measures	A number of agency staff members collaborated to develop a common set of measures that are going to be used to determine the financial stability of the provider.
Current Ratio	This ratio is one of the most widely used financial measures of a company's liquidity, in other words, the organization pays its current liabilities. Generally the higher the ratio the greater the "cushion" between current obligations and the company's ability to pay for them. Formula: Total Current Assets (Line 11, SOP or BS) / Total Current Liabilities (Line 26, SOP or BS)
Days in Cash	Expressed as the number of days that operating cash can be met with available cash and investments. And values above median are favorable. Formula: (Cash & Cash Equivalents (Line 1, SOA) * 365) / (Total Expenses & Losses (Line 19, SOA) less depreciation (Line 7, SFE)
Days in Working Capital	Formula: (Current Assets (Line 1, SOP) less Current liabilities (Line 26, SOP)) * 365 / (Total Expenses (Line17, SOA) less depreciation (Line 7, SFE)
Days in Payables	Formula: (Current Liab. Less Deferred Rev. (Line 26, SOP) *365) / Total Expenses & Losses (Line 19, SOA) less depreciation (Line 7, SFE)

Term	Definition
Long-Term Debt to Net Assets	Formula: Long-Term Notes & Mortgage Payable (Line 27, SOP) / Total Net Assets (Line 34, SOP)
Days in Receivable	Formula: (Cash Net Accounts Receivable, Program Services (Line 4, SOP) * 365) / Program Service Fees (Line 4, SOA)
Total Margin	Formula: (Total Revenue, Gains, & Other Support (Line 13) less Total Expenses & Losses (Line 19, SOA)) / Total Revenue, Gains and Other Support (Line 13, SOA)
Operating Margin	Formula: (Total Revenue, Gains, and Other Support (Line 13) less Total Expenses (Line 17, SOA) / Total Revenue, Gains and Other Support (Line 13, SOA)
Operating Cash Flow to Current Liabilities	Formula: Cash Flow from Operations (Line 14, Cash Flow Statement) / Total Current Liabilities (Line 26, SOP)
SOP	Statement of Financial Position also called the Balance Sheet
SOA	Statement of Activities
SCF	Statement of Cash Flow
SFE	Statement of Functional Expenses

Notes: